

MALCOLM EDWARDS



malcolm.mailbox@gmail.com



816.838.5196



Kansas City Metropolitan Area

www.linkedin.com/in/malcolm-edwards-7a521810a

Consultative Strategist · Systems Thinker · Collaborative Information & Process Clarity

Labor Management Independent Consultant – Apr 2025 – Present

Fractional Business Analytics, Knowledge Management, Graphic Design

- Delivered additional insights by re-framing analyses of vulnerability data. Provided data quality assurance for clients, increasing information confidence, fortifying data-driven decisions
- Advice and client training in AI assisted, legal process design and communications content, building client proficiency with AI tools, maximizing available client billable hours for services.
- Built job performance rubrics and training documentation using stakeholder interviews.
- Transformation of client datasets, enabling clarification of key findings. Cultivation of client self-sufficiency in future analyses.
- Creation of data visualizations, original artwork, and AI-assisted illustrations for clients' employee-facing messaging, improving clarity and engagement on key campaign issues.

IT Program Manager & ServiceNow Platform Architect

Tax & Financial Services, Enterprise Services, IT Governance - H&R Block Mar 2016 – Jan 2025

Stakeholder & Leadership

- Strategic direction and process and capability maturation for IT Service Management Program, overseeing CMDB/Configuration, Change, Knowledge, Incident, and Problem Management, enabling ITIL processes to support successful infrastructure transition to Azure Cloud.
- Chaired Root Cause, CAB, and Major Incident reviews, producing executive-ready risk and performance insights. Managed Corrective Actions and follow-up activities for Major Incidents. Documented RCA findings into catalog of Incidents and Known-Errors. Invoked GenAI to structure assembled notes from Major Incident logs, notes, and RCA into standardized documentation. Integrated CI/CD deployments into automated Change Management workflows.
- Partnered with project managers to define and adopt testing and compliance standards across projects

Systems & Process Leadership

- Directed enterprise ServiceNow migrations and integrations, modernizing IT and Enterprise Service Management processes and embedding platform governance across IT and business functions.
- Served as Product Manager and Scrum Master for Agile platform development, maintaining road maps, grooming stories, and tracking delivery performance over multiple release cycles
- Architected and implemented multiple modules/applications (Case Management, GRC, HR, Vendor Risk, Vulnerability) and cross-platform integrations (RPA, IT Asset, Facilities) that scaled operational capabilities enterprise-wide.
- Established a continual process maturity road map, standardizing Agile delivery, platform health monitoring, and compliance, development, and data governance practices.

Compliance & Risk Enablement

- Ensured workflows and procedures complied with GDPR, HIPAA, SOX, SOC2, CCPA/CPRA, AML, FINRA, KYC, and GLBA requirements
- Designed audit-ready processes for privacy and risk controls, and trained teams in vulnerability management, access management, and firewall/whitelisting practices
- Produced compliance dashboards to support managers, service owners, and auditors

Service Management Leadership

- Served as ServiceNow Product Owner, Architect, System Administrator, and IT Service Management ombudsman, aligning platform road map with business, compliance, and enterprise needs
- Chaired major incident and change reviews, fostering collaboration among IT and business stakeholders
- Mentored cross-functional teams on workflows, compliance practices, and analytics adoption, driving continuous service and process capability and maturation improvement.

IT Service Management Manager, Software Quality Assurance Manager
Financial Services & Regulated Industries — UMB Bank, NA Sep 2006 – Oct 2015

Systems & Process Leadership

- Directed QA and ITSM teams supporting ServiceNow administration, Service Desk, and ITIL practices including Incident, Change, Configuration, Request, and Problem Management
- Aligned delivery with Waterfall and Agile methods, developing project and Agile performance measures to accelerate capability adoption
- Transformed IT Service Desk into a career-development hub, improving delivery maturity, responsibility, and morale across IT operations.
- Managed enterprise adoption of proactive problem management and CMDB service mapping,

Compliance & Risk Enablement

- Designed and managed dashboards for Test Management, Service Desk and IT/ESM Request Fulfillment performance, and Incident/Change reporting, enabling data-driven risk-informed decision-making
- Introduced requirements-based testing, test data modeling, and database testing practices to improve test coverage and traceability
- Partnered with asset and compliance teams to embed audit traceability into ITIL process reporting

SKILLS & TOOLS

Business Analysis & Process

- Agile/Scrum delivery, Product Ownership, Backlog Grooming, DevOps CI/CD
- Requirements Elicitation (UML, BPMN, BRDs, Agile Epics/Stories, Functional & Non-Functional)
- Process Design, Mapping, Performance Analysis, Workflow Optimization, Training, Knowledge Management
- Test Design & Management: Manual, Automated Regression, Database, API, UAT, Load/Performance

Compliance, Risk & Governance (GRC)

- Regulatory Frameworks: GDPR, HIPAA, SOX, SOC2, AML, BSA, FINRA, KYC, GLBA
- Compliance Controls, Tests, and Risk Assessment Management
- ServiceNow GRC, Vulnerability Management, Vendor Risk Management Modules

Data Analysis & Reporting

- Tools: Mathematica, R, Grafana, Power BI, Excel, Tableau, Looker, SQL, KQL
- AI/ML-Driven Dashboards & Reporting; Mathematica ML/LLM, ChatGPT, Gemini, Claude
- Data Modeling, Process Mining, Telemetry Mining, Incident/Trend , Clustering, Predictive Analyses
- Geographic & Spatial Data Testing (GIS, Census cartography, Demography datasets)

Enterprise Platforms & ITSM

- ServiceNow, BMC (Admin & Product Owner), Discovery, Case Management, Demand, Facilities, GRC, HR, ITSM, ESM, Legal, Security Ops, Service Mapping, Vendor Risk, Vulnerability Management, Platform Administration & Governance
- iOffice, Rapid7, Workday, PeopleSoft, Apttus, Active Directory, Brass Ring, Azure, PagerDuty
- ITIL Leadership: Incident, Problem, Change, Knowledge, CMDB, Service Request
- Azure Portal, Databricks, AIOps (Azure): Event Correlation, Clustering, Trend Analysis
- Quality Clouds: Platform Health, Governance, Quality-Gating

EDUCATION

University of Missouri, Master of Arts,

Geography

Washington University, Bachelor of Arts,

Spanish and Portuguese

Pontifica Universidade Catolica do Rio de Janeiro

LANGUAGES

Portuguese (fluent)

Spanish (fluent)

Levantine Arabic (intermediate)